



Frontier Airlines, Inc.
General Mitchell
International Airport
5300 S. Howell Ave
Milwaukee, WI 53207

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frontierairlines.com

To: MKE Station Employees – Ramp, Counter, BCC, Ops, BSO, Admin

From: Mark Paulson

Date: February 1, 2010

Subj: Revised Attendance Policy

As you're aware, on December 18, 2009, a Corporate Communication was posted announcing that effective January 1, 2010, Frontier and Midwest Customer Service associates will follow the rules and procedures as outlined in the Frontier Airlines Customer Service Handbook (Blue Book).

That said, we are all working hard to read and understand what changes are necessary to our former rules and procedures. One such change is the attendance policy. Due to the significant differences in this procedure, we have been working on a way to convert to the new system. Effective today, February 1, 2010, we will officially change to the Frontier attendance points system. Please reference the Customer Service Policy Guidelines (Blue Book) Section 8, pages 31-36. These guidelines can be found in MyFrontier.org. The direct link is:
http://www.myfrontier.org/airport/cs_pol_guide.pdf

We will use the following system to convert occurrences to points.

- If, effective 1/31/10, the employee was at the Documented Verbal Warning stage or less, the employee will be issued the full 24 points to start the new system.
- If, effective 1/31/10, the employee was at the Written Warning stage, the employee will be issued 12 points to start the new system.
- If, the employee was on a Final Termination Warning, the employee will be issued 3 points to start the new system.

Acceptable attendance is to have no less than 13 points in an employee's bank within a rolling 12-month period. Highlights of the new points system include:

Point Additions:

- Every 3 months with perfect attendance including no FMLA or leave absences: 1 additional point is earned.
- After 6 months with perfect attendance: One additional buddy pass is earned.
- After 12 months and excellent attendance (24 or more earned points): One day off with pay is earned.

A whole different animal™



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Point Subtractions:

- Tardy #1: 6-30 minutes late and is within first 4 tardies in employee's rolling year = 1 point
- Tardy #2: 31-120 minutes late and is within first 4 tardies in employee's rolling year OR is any length AFTER the first 4 tardies in employee's rolling year = 3 points
- Partial Absence #1: leaves work within 2 hours of end of shift and is within first 4 partial absences in employee's rolling year = 1 point
- Partial Absence #2: leaves work within 2 hours of end of shift and is AFTER the first 4 partial absences in an employee's rolling year = 3 points
- Absence #1: Employee follows advance call in procedures and is away from work for entire shift or more than 2 hours of any part of scheduled shift = 4 points
- Absence #2: Employee does not follow call in procedures and calls in after their start time but within first half of their shift = 7 points
- Absence #3: Consecutive days/shifts absent after the 1st full day/shift = 1 point
- Absence #4: Consecutive days/shifts absent after the 1st full day/shift WITH doctor's note = 0 additional points beyond the 4 points deducted for first absence.
- Absence #5: Employee has 2 shifts in 1 day or a double shift through picking up shift trade or coded hours and misses both shifts or more than 2 hours of total day = 5 points
- No call - No show: Does not call in at all or calls in within the last half of their shift = 13 points

Disciplinary Warnings (Performance Counseling Record form): When an employee has the following points in their bank:

- Verbal warning: 9-12 points in their bank
- Written warning: 4-8 points in their bank
- Final termination warning: 0-3 points in their bank
- Possible suspension and termination pending investigation: less than 0 points in their bank

I recognize that these changes may be slightly overwhelming so please do not hesitate to ask us (managers and supervisors) if you have any questions. Thank you.

* If Absent more than A week and leave is granted
NO POINTS Can be deducted

* 1st - 4 tardy = 6-30 minutes 1 pt. deducted
31-120 minutes 3pts deducted

* Old Blue Book
May 2011 - page 2,3 & 4
No Frontline, Middle

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Amtrak

Attorney

Benjamin

Bethea

Bethea Libra Constellation

Birthdays

Bob and Cheri (1)

Causes and Peti (2)

Coupons (5)

Daisy Troop 5043 Windy Wz

DirecTV

DOMINIC

Drafts

EbaY

FB Friend Posts (2)

Financial Aide and Schlorshi

Fitness

Flight Schedules

Frontier

Funnies

Gary Kraeger (1)[Dafina Roter FMLA \(2\)](#)

Me Snippet unavailable

Feb 13, 2010

Me

Feb 15, 2010

To Jason Lehman, Beth Nacker

--- On Sat, 2/13/10, Dafina Roter <roterdafina@yahoo.com> wrote:

From: Dafina Roter <roterdafina@yahoo.com>
Subject: Dafina Roter FMLA
To: "shadlock@flyfrontier.com" <shadlock@flyfrontier.com>
Cc: jlehmnia@flyfrontier.com, bnacker@flyfrontier.com
Date: Saturday, February 13, 2010, 8:35 PM

Hi Sue,

I have left you several messages this last week regarding my FMLA. I was wondering if it was approved yet and if I can return to work, or if I need to see the doctor for approval? I was hoping for a response during the week so I could get one if needed. I spoke with the doctors nurse earlier in the week and told her I wanted to return on the 15th and no answer from anyone? I have a follow up app on the 23rd. Please inform me as to what is going on. Thank you.

Dafina Roter
EMP # 17671[Reply](#), [Reply All](#) or [Forward](#) | [More](#)

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Health (2)

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Jobs

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Las Vegas (1)

LinkedIn

Millionaires Concierge

Milwaukee Bucks

Nancy and Jimmy

National Geographic

Netflix

Good Morning Beth-

2-19-10

I can honestly say, it is great to be back to work!! Let me know if you need any other documents. I have my discharge papers from the hospital, Susan Hadlock has the FMLA paperwork with the doctors excuse. My nephrologist (Kidney Dr) is Dr Elliot 414-383-7744 if you have any questions for him. The doctor does have my blood pressure stabilized again, I was doing so well till this accident - but now I'm getting back on track again. If you need, or would like to see the accident report I can request a copy from my lawyer, just let me know. Anything else - Please call me. Hope you have a great weekend.

Dafina

* Jan 2010
Car Accident

FMLA

~~On Jan 2010~~
~~On Jan 2010~~
Approved
Car Accident
Jan 2010

* 2/18/10 - Denied - 1250 hrs in 12 mo -

I had 1106.75

* 7/23/10 - Request for FMLA back to 7/16,

* Starting in July 2010 (7/30/10)
I was approved for FMLA

~~denied by~~

Barbie Butler

Leave of Absence Asst

Republic Airways Holding

Phone 317-471-2595

Fax 317-484-4561

* On 8/19/10 - I received an email

from:

Eric W. Kartchner

LOA Coordinator

Republic Airways Holdings

P: 317-471-2496 F: 317-484-4561

stating I did ~~NOT~~ qualify due to
the calculation and I was
told my hire date was

12/01/2009 when I started employment

on 09/08/2003!!

(8/2009) went home & calculated
my hrs then on 9/4/10

I challenged my hours and
length of employment

was missing work due to testing for
Friedart list

9/7/10

I received a apology & an

appraisal for FMLA - with a NEW
calc of \$1,119 hrs - which is still
wrong when in Feb 2010 I had 1106.75

2010

January 28th 2010 - Car Accident in Kentucky

February 1st, 2010 - Back into Urgent Care

* 2-4-10 - Admitted back into hospital
out on 2-5-10

* 2-7-10 - Readmitted to Hosp

June, 2010 - Dr Elliot - 2nd Nephlogist

July 27, 2010 - Elliot referred me to

Froedtert Transplant Clinic

9-17-10 - Mammogram, pelvic exam, blood work
stress test, ultrasound, biopsy + CT completed

October 7, 2010 - Placed on Kidney Transplant List Milwaukee

3/2/10

* Spoke with Ben Wagner @ 744am

• Accident report in yesterday
line.

I am NOT in it

* He is contacting SDF PD - or has
Letter HAS been sent to State for

\$ 13,871.69 as of 2/2/10 Hosp Bills

143.40 3/3 Labs

14015.09

585.90 2/24 De Elliot

\$ 14,600.99

August 2, 2010

Beginning Balance:

24

DATE	TYPE	POINT DED	BALANCE
02/03/10	BEGINNING BALANCE	0.0	24
02/13/10	LOA/PLOA/COLA	0.0	24
05/22/10	FMLA	0.0	24
06/10/10	TARDY < 30 MIN	-1.0	23
07/02/10	ABSENCE	(-4.0)	19
07/12/10	TARDY	-3.0	16
07/16/10	TARDY < 30 MIN	(-1.0)	15
07/30/10	ABSENCE	-4.0	11
	TARDY	-3.0	8

+ 4.0 6/10/10
_____ FMLA

12.0

+ 1.0 FMLA
_____ 7/12/10
13.08 pms

On 2/1/10 my Blood Pressure was

am - 204/120

Noon - 198/118

Evening - 183/117

78pm after
taking Diaken
New BP Med

On 2/2/10 - Blood Pressure Readings Were

am - 191/120

midnitt
204/130

Noon - 215/164

Evening 179/110

Roter, Dafina A.

From: Nacker, Beth A.
To: Roter, Dafina A.
Cc: Lehrman, Jason J.
Subject: Attendance - Dafina
Attachments:

Sent: Thu 7/22/2010 1:03 PM

Hi Dafina -

I went to Scheduling to Challenge my points + get a clarification on the point system FMLA

Wendy told me you had Q's about your points....we show 2 absences at 4pts each, 2 tardies at 1pt each, and 1 tardy at 3pts so -13pts....left with 11pts so you're at a verbal warning of which Jason will be issuing. The training on 7/12 started at 0900, not 0930 and was on your schedule for 0900. You didn't punch in until 0908. See below and let us know if you have further Q's.

Beth Doesn't like it when you go over her head - Semmy Beth Dent Thirst you

qryAttendanceRecap2 subform					
DATE	EMP#	TYPE	MEMO	POINT DED	BALANCE
	17671	BEGINNING BALANCE		0	24
2/3/2010	17671	LOA/PLOA/COLA	Continuos MLOA approved 2/3 through 2/13.	0	24
2/13/2010	17671	FMLA	2/13/10 last day of FMLA	0	24
5/22/2010	17671	TARDY < 30 MIN	Dafina Clocked in at 5:37 for her shift starting at 5:30 on 5/22/10. 1 point is being deducted. Total balance 23 points.	FMLA -1	23
6/10/2010	17671	ABSENCE	Dafina was absent for her shift on 6/10/10. 4 points are being deducted. Total balance 19 points.	From Poisoning	19
7/2/2010	17671	TARDY	Dafina clocked in at 5:20 for her shift starting at 4:30 on 7/2/10. 3 points are bieng deducted. Total balance 16 points.	Punching Billie - PM	16
7/12/2010	17671	TARDY < 30 MIN	Dafina clocked in at 9:08 for her shift starting at 9:00 on 7/12/10. 1 point is being deducted. Total balance 15 points.	FMLA -1	15
7/16/2010	17671	ABSENCE	Dafina was absent for her shift on 7/16/10. 4 points are being deducted. Total balance 11 points.	FMLA -4	11

Training didnt start until 10pm

BP Episode

Beth Nacker

Manager, Customer Service

Frontier Airlines

P: 414-294-6212
F: 414-294-6208
C: 414-467-1505

400 hours of FMLA Granted from 7/29/10 until 12/31/10?